



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

PROGRAM TECHNICIAN or PROGRAM TECHNICIAN II

\$2,029-\$2,648 or \$2,348 - \$2,855

**Producer Licensing Bureau – Call Center
320 Capitol Mall, Sacramento**

RESPONSIBILITIES:

Under general direction, the incumbent performs a variety of duties involving the review and processing of technical, sensitive, and complex insurance licensing related documents. Specific tasks include but are not limited to: responding to a large volume of telephone inquiries from the public regarding pre-licensing, continuing education requirements, scheduling of insurance examinations, certificates of license status and renewals; verifying applications for compliance with the statutes and regulations for insurance license issuance; providing to the public technical insurance producer licensing information by telephone, in writing and possibly at the public counter. The incumbent may also need to secure and record fees and input related information into the computerized cashiering system.

DESIRABLE QUALIFICATIONS:

Candidates should possess the ability to work independently; possess good interpersonal and communication skills - both verbal and written. Dependability, ability to follow directions, initiative, resourcefulness, good judgment and the ability to work cooperatively with others and deal tactfully with the public are also essential.

WHO MAY APPLY:

Applications will be accepted from current State employees at the Program Technician II level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply.

All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.

APPLICATION PROCEDURE:

Send a completed standard State of California application to Shari Yamamoto, Department of Insurance - Human Resources Management, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Please indicate “PT II (Inquiry) #145-9928-009” or “PT (Inquiry) #145-9927-XXX on the State application.** For additional information, please call (916) 492-3418.

FINAL FILING DATE: APRIL 2, 2001 or UNTIL FILLED

NOTE: **Interested individuals, including list eligibles, must submit an application in order to be considered for this position.**

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

SP03/21/01